



# FMS DIAGNOSTICS LIST

DEPARTMENT OF  
EDUCATION - STUDENT  
FINANCIAL ASSISTANCE -  
FINANCIAL MANAGEMENT  
SYSTEM

**DRAFT**

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## Document Control

### Change Record

Date	Author	Version	Change Reference
9/28/00	E. Kline	1.0	Initial Draft
9/28/00	J. Ross	1.1	Update with D. Lass changes
9/29/00	J. Ross	1.2	Update with D. Lass and M. Davis changes
5/10/2002	K. Congdon	1.3	Update with changes to item 1 to include Lenders and Servicers, in preparation for LAP release

### Reviewers

Name	Position
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D. Lass	Manager, VDC, 9/29/00
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## **Purpose**

The purpose of this Diagnostics tool is to assist the VDC with determining who to forward technical support calls to for the SFA FMS application. This document will be updated over time to incorporate more examples and frequently asked technical support questions and the appropriate contact information.

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## Symptoms and Resolution

The numbered items represent anticipated questions or problems. The lettered items below each numbered item represent the appropriate organization the VDC should route the call to (or contact for technical support).

- 1) **Internet Explorer or Netscape Navigator cannot open the specified URL.**
  - a) Guaranty Agency (GA), Lender, or Servicer user's Local Desktop Support provider
  - b) SFA FMS Application Maintenance Team, Helpdesk Analyst
  - c) SFA FMS Application Maintenance Help desk needs to assess if this is isolated or happening to all users.
    - i) Isolated -- SFA FMS Application Maintenance Team, Helpdesk Analyst
    - ii) All (or many) Users – SFA FMS Applications Maintenance Team, DBA
  - d) VDC Operations (203-317-5051)
- 2) **VPN Password/Userid Problems.**
  - a) VDC Operations (203-317-5051)
- 3) **Oracle Applications Password/Userid Problems.**
  - a) SFA FMS Application Maintenance Team, Helpdesk Analyst
- 4) **Oracle Applications responsibility or function no longer available (or new one exists since last login.)**
  - a) SFA FMS Application Maintenance Team, Helpdesk Analyst
- 5) **The Applet Started but I get the message: APP-01516 Invalid application username, password or database. Username: applsyspub, Password: pub, Database: PROD. (Database down, but forms and web listeners are not.)**
  - a) VDC Operations (203-317-5051) if CSC Oracle Data Base Support is needed.
- 6) **My report failed, what happened?**
  - a) If the report completed with an error message:
    - i) SFA FMS Application Maintenance Team, Helpdesk Analyst
  - b) If the report completed normally, but ...
    - i) Refer to Numbers 7 or 8 below.
- 7) **My report ran successfully, but.... (cannot find the report file, returned no data, data I did not expect, etc.)**
  - a) SFA FMS Application Maintenance Team, Helpdesk Analyst
- 8) **I cannot view my report**
  - a) SFA FMS Application Maintenance Team, Helpdesk Analyst
- 9) **Concurrent manager is "Inactive"?**
  - a) VDC Operations (203-317-5051) if CSC Oracle Data Base Support is needed.
- 10) **Any type of FRM (Oracle Form) or APP (Oracle Application) errors from the Oracle Applications Data Entry screens (forms)?**
  - a) SFA FMS Application Maintenance Team, Helpdesk Analyst

**11) My report is taking too long to run.**

- a) SFA FMS Application Maintenance Team, Helpdesk Analyst
- b) SFA FMS Helpdesk Analyst needs to assess if this is isolated or happening to all users
  - i) Isolated -- SFA FMS Application Maintenance Team, Helpdesk Analyst
  - ii) All (or many) Users -- SFA FMS Application Maintenance Team, DBA
- b) VDC Operations (203-317-5051) if CSC System Admin or Oracle Data Base Support is needed.

**12) The screens (forms) are very slow.**

- a) SFA FMS Application Maintenance Team, Helpdesk Analyst
- b) SFA FMS Helpdesk Analyst needs to assess if this is isolated or happening to all users
  - i) Isolated -- SFA FMS Application Maintenance Team, Helpdesk Analyst
  - ii) All (or many) Users -- SFA FMS Application Maintenance Team, DBA
- b) VDC Operations (203-317-5051) if CSC System Admin or Oracle Data Base Support is needed.

**13) FRM-99999: Failed to connect to the Server: hpl10.ed.gov:9000**

- b) VDC Operations (203-317-5051) if CSC System Admin, Network Support or Oracle Data Base Support is needed.

**14) GA FTP problems (i.e.: Logons, file puts, missing directories, etc.)**

- b) VDC Operations (203-317-5051) if CSC System Admin or Oracle Data Base Support is needed.

**15) Workstation issues when Oracle Applications are in use (i.e.: workstation freezes up, warning to close applications because virtual memory is low, etc.)**

- a) SFA FMS Applications Maintenance Team, Helpdesk Analyst
- b) VDC Operations (203-317-5051) if CSC System Admin or Oracle Data Base Support is needed.